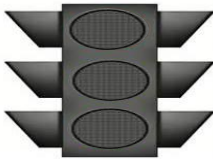
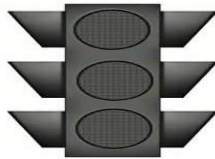
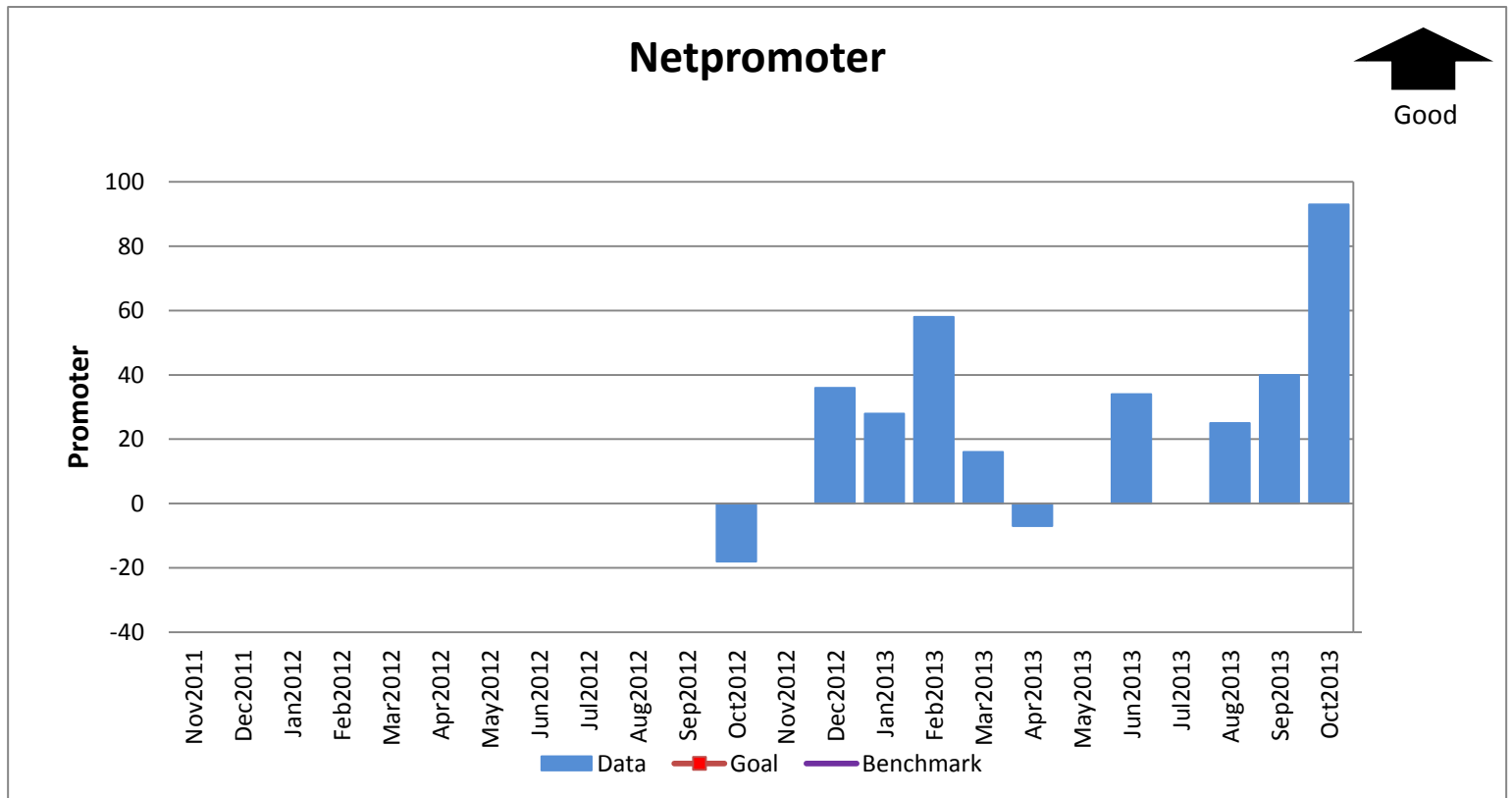


# Netpromoter

## Economic Growth & Innovation

12/6/2013

Measurement method		Why measure?		What is our goal?	
The net score of survey responses sent to clients which asked whether or not clients would refer associates to Economic Growth & Innovation for services		Measures a feedback loop to understand whether a client would refer the services of Economic Growth & Innovation		Increase the Net Promoter Score	
How are we doing?					
Nov2012-Oct2013 12 Month Goal	Nov2012-Oct2013 12 Month Actual		Oct2013 Goal	Oct2013 Actual	
TBD	29		TBD	93	
Promoter	Promoter		Promoter	Promoter	
			Performance Stoplight Key		
			Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data		



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